



What is the Employee Assistance Program?

The Employee Assistance Program is provided by GuidanceResources and offers counseling, legal and financial consultation, work-life assistance and crisis intervention services to all our employees and their family members.

Why provide an EAP?

Because we care about our employees and their dependents. The EAP can be used free of charge as needed when you or your dependents are facing emotional, financial, legal or other concerns.

Are the services confidential?

Yes, the EAP is strictly confidential. No information about your participation in the program is provided to your employer.

Why might my family or I use the services?

There are many reasons to use these services. You may wish to contact the EAP if you:

- Are feeling overwhelmed by the demands of balancing work and family
- Are experiencing stress, anxiety or depression
- Are dealing with grief and loss
- Need assistance with child or elder care concerns
- Have legal or financial questions
- Have concerns about substance abuse for yourself or a dependent

Here when you need us.

Call: 844.209.0463

TTY: 800.697.0353

Online: guidanceresources.com

App: GuidanceNowSM

Web ID: WCEAP

What happens when I call?

When you call, you will speak with a GuidanceConsultantSM, a master's- or PhD-level counselor who will collect some general information about you and will talk with you about your needs. The GuidanceConsultant will provide the name of a counselor who can assist you. You can then set up an appointment to speak with the counselor over the phone or schedule a face-to-face visit.

What counseling services does the EAP provide?

The EAP provides free short-term counseling with counselors in your area who can help you with your emotional concerns. The service provides up to 6 face-to-face sessions per issue per year. If the counselor determines that your issues can be resolved with short-term counseling, you will receive counseling through the EAP. Should you need any additional sessions, you will receive counseling through your medical plan.

Can my children use the EAP?

Yes. The EAP is a confidential benefit for employees and all family members, including those outside your household.

